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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/578,723

Examiner : W. J. DEANE Jr.

Filed : May 26, 2000

Confirmation No. : 7932

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S
GOALS AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT

COMPLETION OF RECORD

Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop AMENDMENT
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir :

Further to the Information Disclosure Statement filed in the U. S. Patent and Trademark Office on October 31, 2003, Applicants are herewith providing a copy of the Form PTO-1449 listing all the documents cited in the Information Disclosure Statement filed October 31, 2003. A review of Applicants' file of the application revealed that a copy of the Form PTO-1449 may have been inadvertently not included with the Information Disclosure Statement as filed.

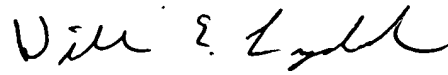
Applicants respectfully request that the Examiner consider the previously cited material and cite the same. All of the previously cited documents are listed on the attached PTO-1449 Form. The Examiner is requested to initial the

appropriate spaces on the attached Form and to return a copy of the completed Form to applicants with the next official communication in the present application.

The Commissioner is authorized to charge payment of any necessary fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,
Robert R. BUSHEY et al.



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U.S. Department of Commerce
Patent and Trademark Office

Application No.
09/578,723

Applicant
Robert Randal BUSHEY et al.

Filing Date
May 26, 2000

Group 2642

INFORMATION DISCLOSURE STATEMENT
BY APPLICANT

(Use several sheets if necessary)

U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

[illegible]

EXAMINER

DATE CONSIDERED

EXAMINER	DATE CONSIDERED
<p>*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.</p>	